

# Service PACK

The turnkey and connected solution to maximise operating performance and keep costs under control



## An all-in-one solution

- ✦ Pellenc ST has reinvented the service approach with the launch of **an all-in-one solution: the Service PACK**.
- ✦ This solution is designed for operators of sorting or recycling centres in search of a straightforward and comprehensive service **to give their performance a boost**.

## 24/7 services

- ✦ The **Service PACK** combines traditional **24/7 services** (on-site service calls, remote maintenance, training), unlimited supply of replacement and wear parts, and advice based on analysis of the data collected by the digital system.
- ✦ **Smart&Share** is the new SaaS solution for monitoring and reporting optical sorter data. It paves the way for performance optimisation and facilitates preventive maintenance thanks to customised reports and alerts.



## Controlled maintenance costs

- ✦ Clients who subscribe to the **Service PACK** gain the advantage of **controlled maintenance costs** for several years, **dedicated local support**, and **statistical tools** to better know and understand sorting data and events recorded on optical sorters.
- ✦ **The Service Pack can be included in the initial project investment** (CAPEX).

- All parts included
- Remote support & monitoring
- Preventive maintenance service calls

- Smart alerts
- Smart visits based on data analysis
- A stock of replacement parts at the client's site

- Personalised training
- Advice and expertise
- In option : including the Service Pack in CAPEX

	Service PACK		Service PACK+	
		in Pre-Sales		in Pre-Sales
	2 years Standard pricing Annual invoice (Opex)	<b>2 or 3 years</b> <b>Machine discount level</b> <b>Capex</b>	2 years Standard pricing Annual invoice (Opex)	<b>2 or 3 years</b> <b>Machine discount level</b> <b>Capex</b>
	Warranty extension on all machines Wear parts included* Spare & wear parts on-site	Warranty extension on all machines Wear parts included* Spare & wear parts on-site	<p>Exceptions apply</p> <p><b>After Sales:</b> excluding belt, drums, computer &amp; detection unit <b>Pre-Sales:</b> excluding belt</p>	
	2 preventive maintenance visits 2 courtesy visits 2 smart visits & customized reports - Training at Pellenc ST	<b>Minimum of 4 maintenance visits</b> <b>Minimum of 2 courtesy visits</b> 2 smart visits & customized reports <b>1 stream adjustment setting/ machine</b> <b>Training at customer site</b>	Daily week hours, night or weekend optional	
	Smart & Share box Smart remote maintenance -	Smart & Share box Smart remote maintenance <b>24h response</b>		
	<b>Territories coverage</b> France, Germany, Austria, Switzerland, UK, Ireland, Italy, Spain, Portugal, Benelux, Poland, Greece, USA, Canada, Japan, Australia.			
	<b>Available for all machine generations and auxiliary equipment</b> (except 1G machines)			